

As of 10/7/2009

102 - Dept of Financial Institutions

A001 Agency Management and Administrative Services

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

Expected Results

Implement Washington Works and an approved performance management system, which clarifies and delineates performance management expectations, roles, accountabilities, and competency requirements, and provides viable training for supervisors and employees.

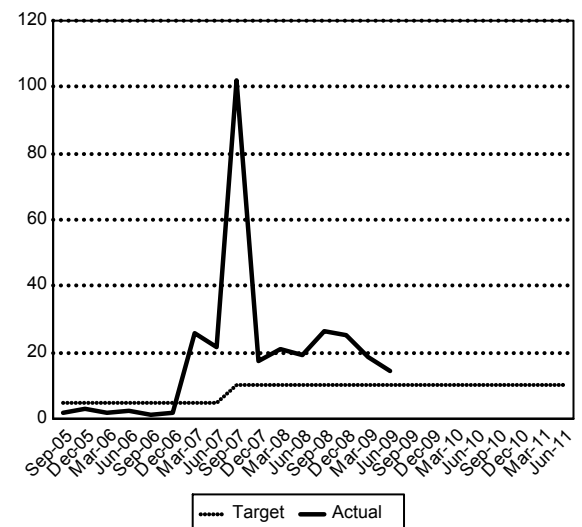
A002 Chartering, Licensing and Registration

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

Expected Results

Average number of business days to process and issue a license.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	10	14.6	4.6
	7th Qtr	10	18.9	8.9
	6th Qtr	10	25.5	15.5
	5th Qtr	10	26.3	16.3
	4th Qtr	10	19.1	9.1
	3rd Qtr	10	21.3	11.3
	2nd Qtr	10	17.7	7.7
	1st Qtr	10	102.3	92.3
2005-07	8th Qtr	5	21.5	16.5
	7th Qtr	5	25.75	20.75
	6th Qtr	5	1.97	(3.03)
	5th Qtr	5	1.5	(3.5)
	4th Qtr	5	2.44	(2.56)
	3rd Qtr	5	2	(3)
	2nd Qtr	5	2.81	(2.19)
	1st Qtr	5	2	(3)



As of 10/7/2009

Licenses issued to mortgage brokers, loan originators, consumer loan companies, check cashers and sellers, payday lenders, money transmitters, and escrow agents and officers. The 07-09 target increase is due to 2006 legislation requiring loan originator licensing. In FY 2007, DFI received an unprecedented 15,000 license applications. The FY 2009 transition to the Nationwide Mortgage Licensing System required DFI staff to scrutinize and rectify thousands of new records.

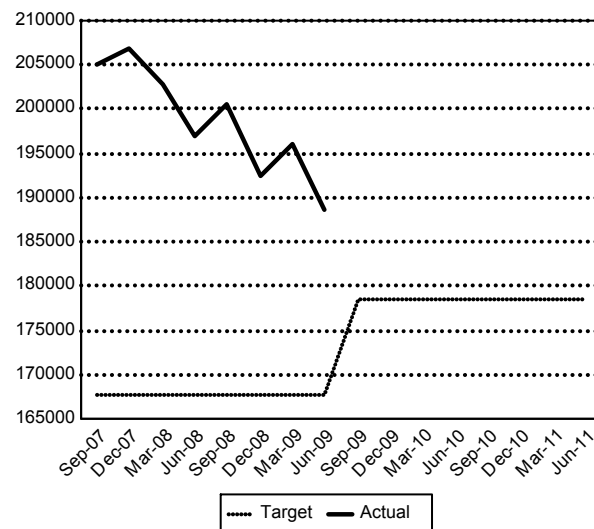
Date Measured: 7/23/2009

Number of licensees.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	167,706	188,635	20,929
	7th Qtr	167,706	195,967	28,261
	6th Qtr	167,706	192,360	24,654
	5th Qtr	167,706	200,457	32,751
	4th Qtr	167,706	196,981	29,275
	3rd Qtr	167,706	202,786	35,080
	2nd Qtr	167,706	206,904	39,198
	1st Qtr	167,706	205,159	37,453
All Divisions.				
Does not include branches or delegates of licensees; includes individuals who are licensed and companies that are licensed.				

Date Measured: 7/23/2009

Comment: Banks: 95 Credit Unions: 71 Securities: 163,272

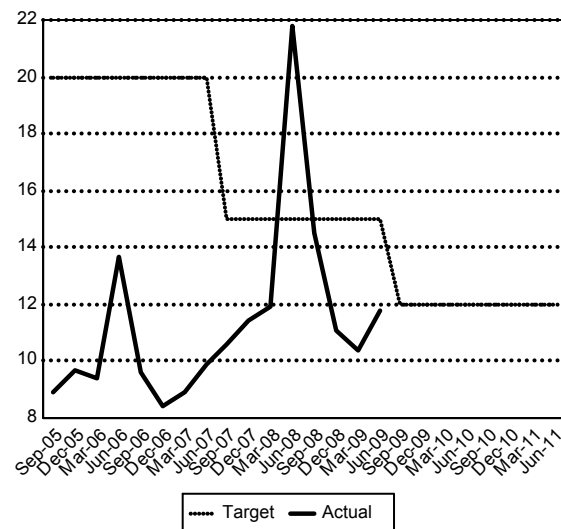
Consumer Services: 25,197



As of 10/7/2009

Turnaround time in business days for initial response to securities and franchise registration applicants.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	15	11.8	(3.2)
	7th Qtr	15	10.4	(4.6)
	6th Qtr	15	11.1	(3.9)
	5th Qtr	15	14.5	(0.5)
	4th Qtr	15	21.8	6.8
	3rd Qtr	15	11.9	(3.1)
	2nd Qtr	15	11.4	(3.6)
	1st Qtr	15	10.6	(4.4)
2005-07	8th Qtr	20	9.9	(10.1)
	7th Qtr	20	8.9	(11.1)
	6th Qtr	20	8.4	(11.6)
	5th Qtr	20	9.6	(10.4)
	4th Qtr	20	13.7	(6.3)
	3rd Qtr	20	9.4	(10.6)
	2nd Qtr	20	9.7	(10.3)
	1st Qtr	20	8.9	(11.1)
Respond in a timely manner to licensing and registration applications. Types of licenses issued are related to the securities services industry.				

Date Measured: 7/23/2009



A003 Education and Public Outreach

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

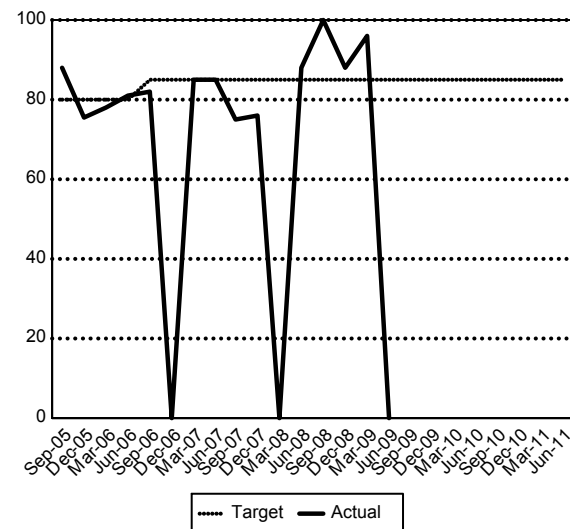
Expected Results

As of 10/7/2009

Percentage of consumers who rate Department of Financial Institutions outreach program and materials as helpful.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	85%	0%	(85)%
	7th Qtr	85%	96%	11%
	6th Qtr	85%	88%	3%
	5th Qtr	85%	100%	15%
	4th Qtr	85%	88%	3%
	3rd Qtr	85%	0%	(85)%
	2nd Qtr	85%	76%	(9)%
	1st Qtr	85%	75%	(10)%
2005-07	8th Qtr	85%	85%	0%
	7th Qtr	85%	85%	0%
	6th Qtr	85%	0%	(85)%
	5th Qtr	85%	82%	(3)%
	4th Qtr	80%	81%	1%
	3rd Qtr	80%	78%	(2)%
	2nd Qtr	80%	75.3%	(4.7)%
	1st Qtr	80%	88%	8%
<p><i>Expand consumer education/outreach and raise awareness of Department of Financial Institutions.</i></p> <p><i>Q8 2007-2009 Biennium data unavailable due to an infiltration of spam bots. We are in the process of purchasing a system that will allow us to do immediate real time surveys during presentations.</i></p> <p><i>Q3 2007-2009 Biennium data corrupted and unavailable due to bot spam.</i></p> <p><i>Q6 2005-2007 Biennium data unavailable due to data corruption issue.</i></p>				

Date Measured: 7/24/2009

Comment: Q8 2007-2009 Data unavailable.



A004 Enforcement

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Provide consumer protection

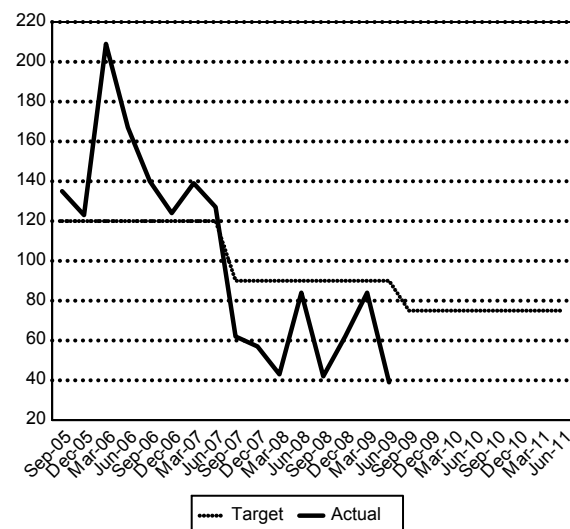
Expected Results

As of 10/7/2009

Average number of business days to review consumer complaints.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	90	38.8	(51.2)
	7th Qtr	90	84.3	(5.7)
	6th Qtr	90	62	(28)
	5th Qtr	90	42	(48)
	4th Qtr	90	84	(6)
	3rd Qtr	90	43	(47)
	2nd Qtr	90	57.1	(32.9)
	1st Qtr	90	61.6	(28.4)
2005-07	8th Qtr	120	127	7
	7th Qtr	120	139	19
	6th Qtr	120	124	4
	5th Qtr	120	140	20
	4th Qtr	120	167	47
	3rd Qtr	120	209	89
	2nd Qtr	120	123	3
	1st Qtr	120	135	15
<p><i>Enhance protection for consumers engaging in investments and other financial transactions.</i></p> <p><i>This became a combined measure on July 1, 2007 for the 2007-2009 Biennium. The actual reported is a weighted average based on volume of complaints reviewed between the Divisions of Securities and Consumer Services. Q1-Q4 have been changed for the Division of Consumer Services. Actuals had been mistakenly reported for a previous 120 target. Data now reflects the correct 90 target.</i></p>				

Date Measured: 7/23/2009

Comment: Securities: 176 Complains 45 Days Consumer Services: 293 Complaints 35 Days



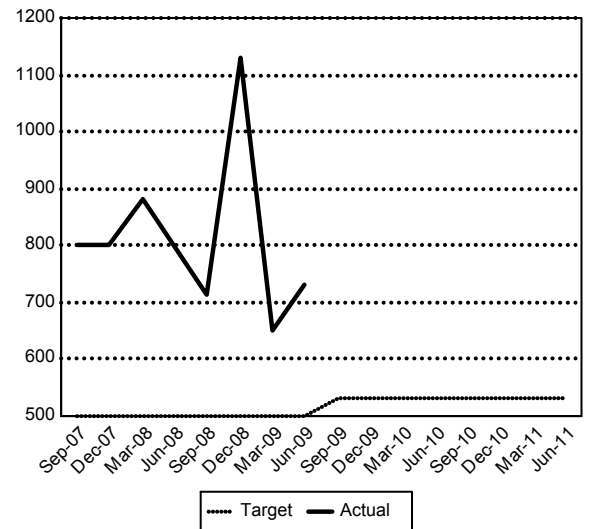
As of 10/7/2009

Number of Complaints Received Per Quarter.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	501	730	229
	7th Qtr	501	649	148
	6th Qtr	501	1,131	630
	5th Qtr	501	714	213
	4th Qtr	501	796	295
	3rd Qtr	501	883	382
	2nd Qtr	501	801	300
	1st Qtr	501	801	300
All Divisions.				

Date Measured: 7/23/2009

Comment: Banks: 36 Credit Unions: 32 Securities: 112

Consumer Services: 550



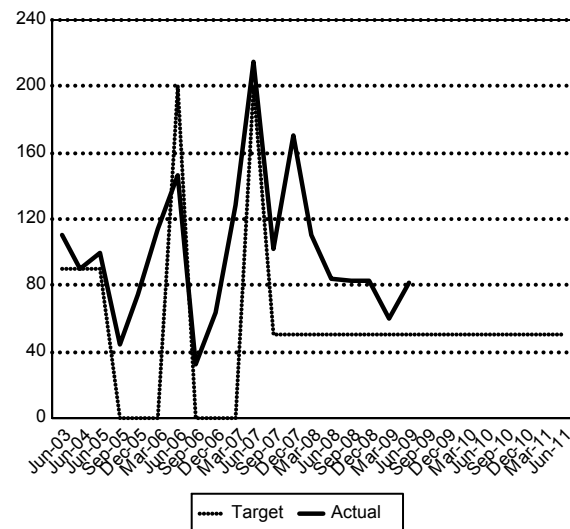
As of 10/7/2009

Number of Enforcement Actions Taken Per Year.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	50	82	32
	7th Qtr	50	60	10
	6th Qtr	50	83	33
	5th Qtr	50	83	33
	4th Qtr	50	84	34
	3rd Qtr	50	110	60
	2nd Qtr	50	171	121
	1st Qtr	50	102	52
2005-07	8th Qtr	200	215	15
	7th Qtr	0	128	128
	6th Qtr	0	64	64
	5th Qtr	0	32	32
	4th Qtr	200	146	(54)
	3rd Qtr	0	114	114
	2nd Qtr	0	75	75
	1st Qtr	0	44	44
2003-05	8th Qtr	90	100	10
	4th Qtr	90	90	0
<p><i>Enhance protection for consumers engaging in investments and other financial transactions.</i></p> <p><i>In 2005-2007 this performance measure became a combined performance measure for the Divisions of Securities and Consumer Services.</i></p>				

Date Measured: 7/23/2009

Comment: Securities: 24

Consumer Services: 58



A005 Examinations

Statewide Result Area: Improve the economic vitality of businesses and individuals

Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency

Expected Results

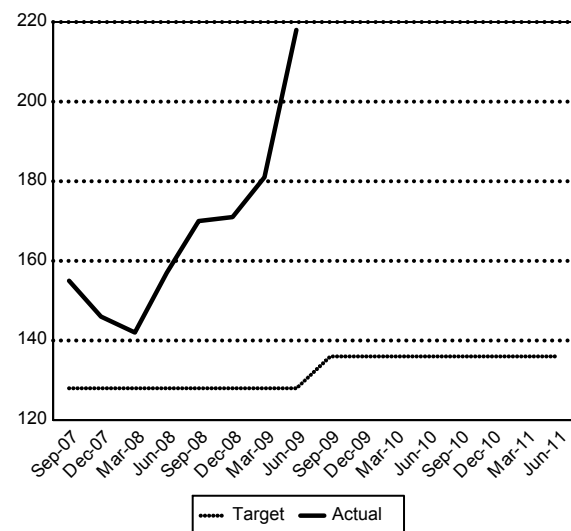
As of 10/7/2009

Number of examinations per quarter.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	128	218	90
	7th Qtr	128	181	53
	6th Qtr	128	171	43
	5th Qtr	128	170	42
	4th Qtr	128	157	29
	3rd Qtr	128	142	14
	2nd Qtr	128	146	18
	1st Qtr	128	155	27
All Divisions.				

Date Measured: 7/23/2009

Comment: Banks: 17 Credit Unions: 24 Securities: 76

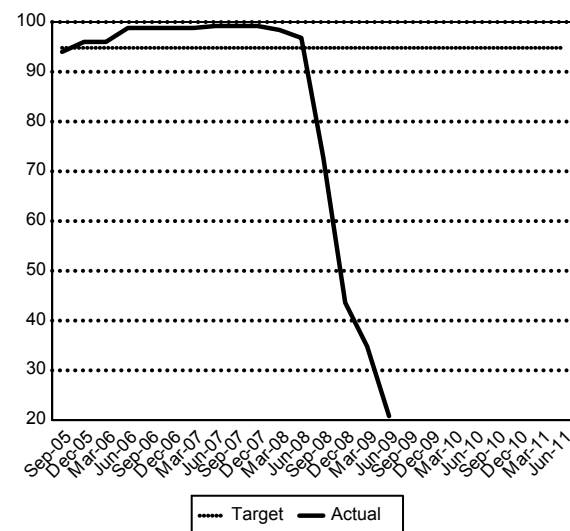
Consumer Services: 101



As of 10/7/2009

Percentage of banking assets held at institutions with satisfactory ratings.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	95%	20.9%	(74.1)%
	7th Qtr	95%	35%	(60)%
	6th Qtr	95%	43.6%	(51.4)%
	5th Qtr	95%	72.8%	(22.2)%
	4th Qtr	95%	96.8%	1.8%
	3rd Qtr	95%	98.3%	3.3%
	2nd Qtr	95%	99.3%	4.3%
	1st Qtr	95%	99.3%	4.3%
2005-07	8th Qtr	95%	99.3%	4.3%
	7th Qtr	95%	98.7%	3.7%
	6th Qtr	95%	98.7%	3.7%
	5th Qtr	95%	98.7%	3.7%
	4th Qtr	95%	98.7%	3.7%
	3rd Qtr	95%	96%	1%
	2nd Qtr	95%	96%	1%
	1st Qtr	95%	94%	(1)%
<p><i>Washington State chartered depository institutions have been negatively impacted by the disruptions in the global credit and capital markets. These disruptions have decreased liquidity and capital sources traditionally available to institutions. At the same time, institutions with significant credit exposure to land development and construction lending have been hurt by the downturn in the Northwest's residential real estate market.</i></p>				

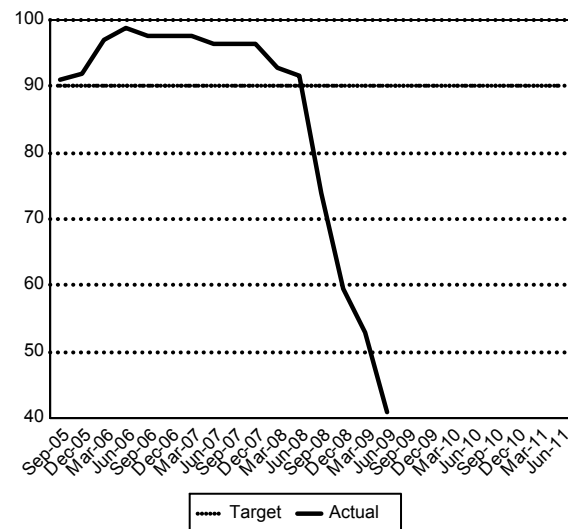
Date Measured: 7/23/2009



As of 10/7/2009

Percentage of banks with satisfactory examination ratings.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	90%	41%	(49)%
	7th Qtr	90%	53%	(37)%
	6th Qtr	90%	59.5%	(30.5)%
	5th Qtr	90%	73.8%	(16.2)%
	4th Qtr	90%	91.7%	1.7%
	3rd Qtr	90%	92.9%	2.9%
	2nd Qtr	90%	96.4%	6.4%
	1st Qtr	90%	96.4%	6.4%
2005-07	8th Qtr	90%	96.5%	6.5%
	7th Qtr	90%	97.6%	7.6%
	6th Qtr	90%	97.5%	7.5%
	5th Qtr	90%	97.5%	7.5%
	4th Qtr	90%	98.67%	8.67%
	3rd Qtr	90%	97%	7%
	2nd Qtr	90%	92%	2%
	1st Qtr	90%	91%	1%
<p><i>Washington State chartered depository institutions have been negatively impacted by the disruptions in the global credit and capital markets. These disruptions have decreased liquidity and capital sources traditionally available to institutions. At the same time, institutions with significant credit exposure to land development and construction lending have been hurt by the downturn in the Northwest's residential real estate market.</i></p>				

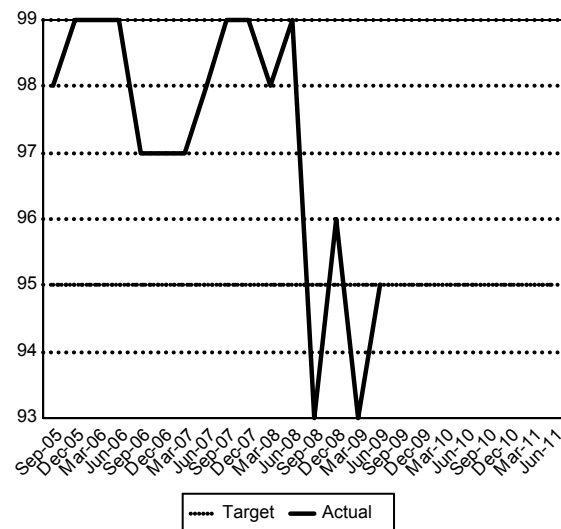
Date Measured: 7/23/2009



As of 10/7/2009

Percentage of credit union assets held at institutions with satisfactory ratings.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	95%	95%	0%
	7th Qtr	95%	93%	(2)%
	6th Qtr	95%	96%	1%
	5th Qtr	95%	93%	(2)%
	4th Qtr	95%	99%	4%
	3rd Qtr	95%	98%	3%
	2nd Qtr	95%	99%	4%
	1st Qtr	95%	99%	4%
2005-07	8th Qtr	95%	98%	3%
	7th Qtr	95%	97%	2%
	6th Qtr	95%	97%	2%
	5th Qtr	95%	97%	2%
	4th Qtr	95%	99%	4%
	3rd Qtr	95%	99%	4%
	2nd Qtr	95%	99%	4%
	1st Qtr	95%	98%	3%
<p><i>Credit unions with unsatisfactory examination ratings have typically experienced asset or earnings difficulties associated with local or national economic conditions. In general, credit unions meet the Federal standard of "Well Capitalized" and have federally insured deposits. We closely supervise credit unions with unsatisfactory exam ratings, require corrective actions, and monitor regulatory required results.</i></p>				

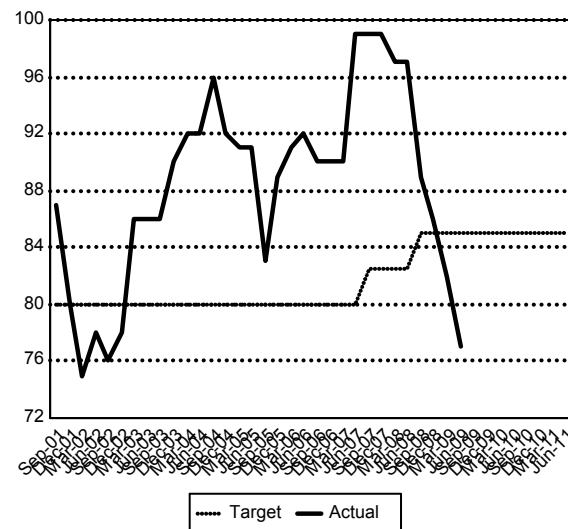
Date Measured: 7/23/2009



As of 10/7/2009

Percentage of credit unions with satisfactory examination ratings.				
Biennium	Period	Target	Actual	Variance
2007-09	8th Qtr	85%	77%	(8)%
	7th Qtr	85%	82%	(3)%
	6th Qtr	85%	86%	1%
	5th Qtr	85%	89%	4%
	4th Qtr	82.5%	97%	14.5%
	3rd Qtr	82.5%	97%	14.5%
	2nd Qtr	82.5%	99%	16.5%
	1st Qtr	82.5%	99%	16.5%
2005-07	8th Qtr	80%	99%	19%
	7th Qtr	80%	90%	10%
	6th Qtr	80%	90%	10%
	5th Qtr	80%	90%	10%
	4th Qtr	80%	92%	12%
	3rd Qtr	80%	91%	11%
	2nd Qtr	80%	89%	9%
	1st Qtr	80%	83%	3%
2003-05	8th Qtr	80%	91%	11%
	7th Qtr	80%	91%	11%
	6th Qtr	80%	92%	12%
	5th Qtr	80%	96%	16%
	4th Qtr	80%	92%	12%
	3rd Qtr	80%	92%	12%
	2nd Qtr	80%	90%	10%
	1st Qtr	80%	86%	6%
Credit unions with unsatisfactory examination ratings have typically experienced asset or earnings difficulties associated with local or national economic conditions. In general, credit unions meet the Federal standard of "Well Capitalized" and have federally insured deposits. We closely supervise credit unions with unsatisfactory exam ratings, require corrective actions, and monitor regulatory required results.				

Date Measured: 7/23/2009



ZZZX Other Statewide Adjustments

Statewide Result Area: Improve the economic vitality of businesses and individuals
Statewide Strategy: Regulate the economy to ensure fairness, security and efficiency